

**I-Billing for Providers
Most Frequently Asked Questions
Department of Human Services**

Billing System:

1. How do I find my Provider ID number and Personal Identification Number (PIN)?

Your Provider ID number is located on the DHS-198, Child Development and Care (CDC) Certificate/Notice of Authorization. Your PIN is an automatically assigned 6-digit number that is mailed separately.

Note: A PIN reset process has been added to the I-Billing system. You no longer have to contact DHS for help. You will be asked to complete a set of security questions after accessing the online CDC system. You must select three security questions from the list of choices and enter a response for each. You will also have the option to enter your email address where a future PIN request can be sent; otherwise your PIN will be mailed to the address on file.

2. What is a pay period?

A pay period is a two-week billing period for which a unique 3-digit number has been assigned. Refer to the CDC Payment Schedule in the Child Development and Care (CDC) Handbook (DHS Pub-230).

3. How do I use the Internet for billing?

To enter your billing information, access the I-Billing system at www.michigan.gov/childcare. Have your Provider ID number, your PIN and your time and attendance information, such as the DHS-1546, Provider's Child Care Daily Time and Attendance Record, in front of you. You will enter the information for the two-week pay period for each authorized child you provided child care for.

4. How do I enter my billing information?

Select the pay period you are billing for on the Main Menu and click the "Work on Billing Invoice" button. Enter the child care hours for each child. Round to the nearest half-hour. For example, if you provided child care for 7 hours and 40 minutes on Tuesday, you will enter 7.5 for the child care hours for that day.

5. How do I bill for a child who is absent because of a reported illness or a holiday?

If there is a holiday or a child listed on the I-Billing screen is ill, you can bill for that child if the child would have normally been in your care that day. Please understand that billed hours may not exceed the number of hours the child would have normally been in your care. For example, if you normally provide care for 4 hours, you may only bill for 4 ill or 4 holiday hours. Enter the hours in the ill/holiday hour boxes.

Note: Ill/holiday hours are limited to 208 hours per child per fiscal year. Any ill/holiday hours exceeding this limit will be the responsibility of the parent. The fiscal year begins October 1 and ends September 30.

6. How do I make billing corrections for this pay period or for a prior pay period?

To correct an invoice that has already been submitted to DHS, select the pay period you need to correct on the I-Billing Main Menu, and then select "Work on Billing Invoice". Make the corrections on the billing screen, then certify and submit the invoice to DHS.

Note: Once you certify and submit the information to DHS, you may correct billing up to 90 days after the end of the pay period.

7. How do I bill for a child whose name is not listed?

If a child's name is not listed on the I-Billing screen, select the "Next" button to view additional pages. If a child is unlisted, **you are not authorized to bill for this child.**

8. What are the other buttons on the I-Billing Main Menu?

The options on the Main Menu are:

- a) Work on Billing Invoice
- b) View last payment
- c) View parent reports
- d) View previous billings
- e) View payments by pay period

You can also change your PIN through I-Billing.

Note: You will only be able to view that the parent has reported their information. You will not be able to view the actual hours the parent has reported.

DHS-805 Form:

1. Why haven't I received my DHS-805 form in the mail?

As of March 2009, the DHS-805, Provider Billing/Reporting Record, has been eliminated. Therefore, mailing of these forms has been discontinued. Providers are still required to keep Time and Attendance Records for four years.

2. Where do I get the information to complete my Internet Billing?

The information you need to complete your Internet Billing will come from your Time and Attendance Records. If you have been using the DHS-805, Provider Billing/Reporting Record, you will have to use an alternative. You may use the DHS-1546, Provider's Child Care Daily Time and Attendance Record, located on the DHS public Web site: www.michigan.gov/childcare.

Note: You must keep accurate Time and Attendance Records. These records must be kept for four years for auditing purposes. You may use the DHS-1546, Provider's Child Care Daily Time and Attendance Record, located on the DHS public Web site: www.michigan.gov/childcare.

Billing Time Frames:

1. When can I bill for child care with I-Billing?

The I-Billing system is available 365 days a year, 24 hours per day, 7 days a week.

Training and Technical Assistance:

1. Is there any Internet Billing training available?

Yes! You may use our I-Billing web tutorial which can be found at www.michigan.gov/childcare.

2. How can I talk to a person about questions I have?

If you need personal assistance, you can talk to someone:

Monday through Friday – 7:30 a.m. to 5:00 p.m.

By calling:

1-866-990-3227



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Department of Human Services**

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